



Campbell Connection

“Residents First”

Events Since Congress Issued *Notice-To-Proceed* on September 3:

- Transition letter signed by Colonel Larry D. Ruggley, Garrison Commander, and information brochure mailed to all residents
- Occupancy Agreement, Resident Guide and Videos produced for use at Fort Campbell and in Iraq
- 27 Town Hall Meetings scheduled
- Small business forum conducted on September 24, 2003

Town Hall Meetings Begin September 29

Fort Campbell Family Housing Property Management is gearing up to begin operations at Fort Campbell. Plans are being made to arrange for each of the 4,000+ households to sign an *Occupancy Agreement*. Families will also receive a *Resident Guide*, detailing all of the changes that will take place.

Town hall meetings will be scheduled at the D.W. Recreational Center to brief and execute the *Occupancy*

Agreement. The town hall meetings will begin on September 29 and continue through October 11. Various meeting times throughout the day will be offered. This will provide an opportunity for residents to ask questions about the changes privatization will bring about.

Getting all of the *Occupancy Agreements* signed is a major undertaking and will require significant coordination and action by soldiers, spouses,

unit leaders, and the post staff.

Jim Switzer, the Director of Property Management, will conduct these meetings in order to ensure that residents understand the *Occupancy Agreement*. This agreement is designed to be an easy to understand lease agreement. For further information, residents may call the transition hotline at (931) 906-1642 or visit our website: www.actusmilitaryhousing.com

Town Hall Meetings will be conducted from September 29 to October 11 at the D.W. Recreational Center

Inside this issue:

Town Hall Meetings	1
Small Business Forum	1
What to Expect in the First 6 Months	2

Small Business Forum Held

On Wednesday, September 24, a Small Business Forum was held at the Cole Park Commons on Fort Campbell.

Approximately 200 small and local business representatives attended the forum to learn “How to Do Business” with Fort Campbell Family Housing.

Invitations were mailed to all businesses that expressed an interest in doing business with Actus Lend Lease and FCFH.

The Clarksville and Hopkinsville Chambers of Commerce, as well as three local newspapers, helped spread the word about the forum.



Karen Lee, FCFH Community Services Manager, speaking to a full house.

What to Expect in the First 6 Months

Fort Campbell Family Housing (FCFH) received Congressional *Notice-To-Proceed* on September 3, 2003.

This begins a 90-day period during which the partnership transitions from the current government run operation to full privatization.

All residents will be required to sign a *Housing Occupancy Agreement* which is a simplified lease document, and they will be provided with a newly published *Resident Guide*.

FCFH has many items planned for the transition period as well as during the first 6 months after operations begin.

FCFH will establish decentralized management in neighborhoods at various facilities throughout the installation with the goal of providing better customer service to residents, right in their own communities.

FCFH staff will be available in neighborhoods to assist and answer questions, show homes to prospective residents, and provide neighborhood services. Locations of these offices will be provided at the upcoming town hall meetings.

Model homes will be established during October and November and FCFH will solicit input from residents.

The single story homes in Stryker, Hammond Heights, Drennan and Gardner Hills built in the 1960's will receive the most extensive renovations to include new kitchens and remodeled bathrooms. Washers and dryers will be removed from the kitchens in these homes and relocated to separate utility rooms, increasing kitchen space and improving functionality.

Beginning in January of 2004, approximately 20 newly renovated homes will be completed each month. Other

planned changes include improved resident services such as expanded maintenance service hours for completing service orders and enhanced service options. Additionally, all residents will be provided a Renters Insurance policy and residents can expect to see many community activities scheduled within their neighborhoods.



Fort Campbell Family Housing will implement a decentralized resident services program operating within their local neighborhoods. Personal service for Fort Campbell residents will be the trademark of the property managers for FCFH.

